

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	6 5	6 5
		Wayne Andersen	1 1	1 1
		Assigned to Individual Total	7 6	7 6
	Metro D Desktop Support	Greg Clawson	83 78	83 78
		Kevin Perry	3 0	3 0
		Rod Tucker	26 26	26 26
		Assigned to Individual Total	112 104	112 104
	Voice Operations	Romanza Hamblin	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Assigned Group Total		122 110	122 110
Customer Company Total			122 110	122 110

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	60	60
		Wayne Andersen	10	10
		Assigned to Individual Total	70	70
	Metro D Desktop Support	Greg Clawson	831	831
		Kevin Perry	30	30
		Rod Tucker	260	260
		Assigned to Individual Total	1121	1121
	Voice Operations	Romanza Hamblin	31	31
		Assigned to Individual Total	31	31
	Assigned Group Total		1222	1222
Customer Company Total			1222	1222

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	6 0.00	6 0.00
		Wayne Andersen	1 0.21	1 0.21
		Assigned to Individual Total	7 0.03	7 0.03
	Metro D Desktop Support	Greg Clawson	83 0.07	83 0.07
		Kevin Perry	3 0.08	3 0.08
		Rod Tucker	26 0.00	26 0.00
		Assigned to Individual Total	112 0.05	112 0.05
	Voice Operations	Romanza Hamblin	3 0.58	3 0.58
		Assigned to Individual Total	3 0.58	3 0.58
	Assigned Group Total		122 0.06	122 0.06
Customer Company Total			122 0.06	122 0.06

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	60	60
		Wayne Andersen	10	10
		Assigned to Individual Total	70	70
	Metro D Desktop Support	Greg Clawson	831	831
		Kevin Perry	31	31
		Rod Tucker	260	260
		Assigned to Individual Total	1122	1122
	Voice Operations	Romanza Hamblin	30	30
		Assigned to Individual Total	30	30
	Assigned Group Total		1222	1222
Customer Company Total			1222	1222

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Alcoholic Beverage Control	Application Support	Steve Durtschi	6 0.06	6 0.06
		Wayne Andersen	1 0.21	1 0.21
		Assigned to Individual Total	7 0.08	7 0.08
	Metro D Desktop Support	Greg Clawson	83 0.19	83 0.19
		Kevin Perry	3 6.46	3 6.46
		Rod Tucker	26 0.00	26 0.00
		Assigned to Individual Total	112 0.31	112 0.31
	Voice Operations	Romanza Hamblin	3 0.89	3 0.89
		Assigned to Individual Total	3 0.89	3 0.89
	Assigned Group Total		122 0.31	122 0.31
Customer Company Total			122 0.31	122 0.31

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

### Detail

<b>INC000000435690</b>	Justin Broderick	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	13.71
<b>INC000000436734</b>	Lynn Sugden	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.38
<b>INC000000437371</b>	Anita Knowley	Telecom	Call Management	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.88
<b>INC000000438186</b>	Liquor Store 13	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438188</b>	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438191</b>	Liquor Store 45	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438193</b>	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438197</b>	Liquor Store 14	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438211</b>	Liquor Store 14	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438217</b>	Liquor Store 17	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438652</b>	Kerri Adams	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.71
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.79
<b>INC000000438690</b>	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438702</b>	Liquor Store 29	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438713</b>	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438729</b>	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000438734</b>	Liquor Store 21	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000439113</b>	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000439115</b>	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000439136</b>	Liquor Store 19	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000439503</b>	Margaret Hardie	None	None	Licensing and Compliance		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	4.14
<b>INC000000440273</b>	Anita Knowley	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440282</b>	Benjamin Buys	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440413</b>	Liquor Store 35	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440422</b>	Wayne Olson	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440426</b>	Lynn Sugden	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440430</b>	Liquor Store 12	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000440608</b>	Vera D Pitt	Application	Error	None		TIR Missed: Yes	4.66
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	13.76
<b>INC000000441424</b>	Liquor Store 33	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441427</b>	Liquor Store 24	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441670</b>	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441672</b>	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441687</b>	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441688</b>	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000441689</b>	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441692</b>	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441799</b>	Liquor Store 04	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441803</b>	Benjamin Buys	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000441808</b>	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000442614</b>	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000442758</b>	Chris Johnson	None	None	None		TIR Missed: No	0.21
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.21
<b>INC000000442820</b>	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000443679</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000443710</b>	Liquor Store 12	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000443724</b>	Liquor Store 29	Application	Reporting	Triversy Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444718</b>	Liquor Store 13	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444733</b>	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444742</b>	Val Dunaway	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444748</b>	Liquor Store 40	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444751</b>	Liquor Store 30	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000444982</b>	Liquor Store 43	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00



# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000444984</b>	Liquor Store 17 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445185</b>	Anita Knowley Voice Operations	Telecom Romanza Hamblin	Dial Tone Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.52
<b>INC000000445443</b>	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445818</b>	Anita Knowley Voice Operations	Telecom Romanza Hamblin	Call/Receive Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	1.29 1.29
<b>INC000000445883</b>	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445886</b>	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445891</b>	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000445902</b>	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445904</b>	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446369</b>	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446374</b>	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446385</b>	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446820</b>	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446832</b>	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000447051</b>	Cindy L Holmes Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Error Code Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.54
<b>INC000000447320</b>	Craig Nielsen Metro D Desktop Support	Application Kevin Perry	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.25 1.53
<b>INC000000447754</b>	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000447760</b>	Liquor Store 14	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000447950</b>	Liquor Store 38	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000447966</b>	Chris Johnson	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.01
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.11
<b>INC000000447984</b>	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448254</b>	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448481</b>	Liquor Store 09	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448928</b>	Liquor Store 34	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448934</b>	Liquor Store 05	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448940</b>	Liquor Store 10	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000448956</b>	Liquor Store 05	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449064</b>	Liquor Store 38	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449066</b>	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449068</b>	Liquor Store 42	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449199</b>	Liquor Store 38	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449334</b>	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449337</b>	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000449366</b>	Liquor Store 38	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000449367</b>	Liquor Store 12	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000449372</b>	Liquor Store 38	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000449381</b>	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000449394</b>	Liquor Store 45	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000449604</b>	Liquor Store 42	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000449627</b>	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450109</b>	Liquor Store 43	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450110</b>	Liquor Store 14	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450176</b>	Liquor Store 29	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450184</b>	Liquor Store 26	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450191</b>	Liquor Store 16	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450196</b>	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450201</b>	Liquor Store 14	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450204</b>	Liquor Store 14	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450217</b>	Liquor Store 30	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000450221</b>	Liquor Store 36	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.14
<b>INC000000450391</b>	Liquor Store 09	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000450468</b>	Liquor Store 07	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000451260</b>	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000451445</b>	Liquor Store 21	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000451572</b>	Liquor Store 18	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000451603</b>	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000452082</b>	Liquor Store 09	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000452603</b>	Liquor Store 22	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000452605</b>	Liquor Store 18	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000452900</b>	Cindy L Holmes	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.07
<b>INC000000452904</b>	Liquor Store 40	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000452911</b>	Liquor Store 39	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453201</b>	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453205</b>	Liquor Store 32	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453210</b>	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453218</b>	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453375</b>	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453376</b>	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Alcoholic Beverage Control

<b>INC000000453377</b>	Liquor Store 09	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000453980</b>	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000454209</b>	Liquor Store 09	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000454212</b>	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00